

No.	Level	SOI ref	Title	New, Existing or Mod	In HM PPB	In current DB	Freq	FYP Outcome	Service Plan	Compliance	Automated	HRA/GF	Source	Data available	Data Owner
<b>Contractual Repairs (Interserve supplied outturn data)</b>															
1	1	SOI 36	Of those who completed and returned the repair satisfaction survey card the percentage who were satisfied with the repair carried out	New	N	N	Quarterly			No	No		Repair service survey cards	Yes	Interserve (Sue Benford & Lisa Hill)
<b>Housing Management</b>															
2	1	SOI 11	Number of total units managed - General Needs	New	N	N	Annually	2		No	No		Capita	Yes	John Griffiths
<b>Housing Regulation</b>															
3	1	SOI 29	Number of CAT1 removed	Existing	N	Y	Quarterly	2		Yes	No	HRA	Flare	Yes	Rhian Richards
4	1	SOI 30	Number of HMO found that were not licenced	New	N	N	Quarterly	2		Yes	No	HRA	Flare	Yes	Rhian Richards
5	1	SOI 31	Number of licenced Mandatory HMO	Existing	N	Y	Quarterly			Yes	No	HRA	Flare	Yes	Rhian Richards
6	1	SOI 32	Number of private rented sector dwellings improved	New	N	N	Quarterly	2		Yes	No	HRA	Flare	No	Rhian Richards
<b>Anti social behaviour (Council tenant related only)</b>															
7	1	SOI 33	Number of new ASB cases reported	Mod	Y (but tol fig)	Y (but tol fig)	Quarterly	4		No	No		Capita (only tenancy related ASB)	Yes	Liz Jones, Tony Turnbull & Phil Brady (Neighbourhood Managers)
8	1	SOI 34	% of ASB cases closed and resolved successfully	Existing	Y	Y	Quarterly	4		No	No		Capita (only tenancy related ASB)	Yes	Liz Jones, Tony Turnbull & Phil Brady (Neighbourhood Managers)
9	1	SOI 35	Average number of days to resolve an ASB case	Existing	N		Quarterly	4		No	No		Capita (only tenancy related ASB)	Yes	Liz Jones, Tony Turnbull & Phil Brady (Neighbourhood Managers)
<b>Repairs and capital investment</b>															
10	1	SOI 37	The percentage of dwellings with a valid gas safety certificate (RAMIS reporting via Property Services)	New	N	N	Quarterly			Yes	No		Interserve	Yes	Alan Cope
<b>Neighbourhood &amp; Tenancy Team</b>															
11	1	SOI 38	Of garages inspected a breakdown of the development RAG rating awarded	New	N	N	Annually			No	No	HRA	Spreadsheet	Yes	Liz Jones
12	1	SOI 39	% of expected income against actual income received (of total garage stock)	New	N	N	Quarterly	7		No	No	HRA	Capita	Yes	Liz Jones
13	1	SOI 40	% of garages let from total stock	New	N	N	Quarterly			No	No	HRA	Capita	Yes	Liz Jones

Neighbourhood enforcement (KS)															
14	1	SOI 42	Top ten reported case types by volume of all reported cases	New	N	N	Quarterly	4		No	No		Flare	Yes	Sarah Stefano/Richard Palacio/Diane Viechweg
15	1	SOI 43	The number of formal enforcement notices served by notice type	New	N	N	Quarterly	4		No	No		Flare	Yes	Sarah Stefano/Richard Palacio/Diane Viechweg
16	1	SOI 45	Number of fixed penalty notices issued (and a breakdown by offence)	New	N	N	Quarterly	4					Flare	Yes	Sarah Stefano/Richard Palacio/Diane Viechweg
17	1	SOI 46	% income rate against payments of FPN due during the quarter	New	N	N	Quarterly	4					?	?	Sarah Stefano/Richard Palacio/Diane Viechweg
18	1	SOI 47	Volume of new service requests received this quarter	Existing	N	Y	Quarterly	4		No	No		Flare	Yes	Sarah Stefano/Richard Palacio/Diane Viechweg
19	1	SOI 48	The number of closed service requests that took 90 or more days to close	Existing	N	Y	Quarterly	4		No	No		Flare	Yes	Sarah Stefano/Richard Palacio/Diane Viechweg
Complaints, compliments and enquiries															
20	1	SOI 49	Total no. of Stage 1 complaints received	Existing	All comp	Y	Quarterly			No	No	HRA	Respond	Yes	Karen Lewis & Penny West
21	1	SOI 50	Total no. of Stage 2 complaints received	Existing	All comp	Y	Quarterly			No	No	HRA	Respond	Yes	Karen Lewis & Penny West
22	1	SOI 51	Total no. of Stage 3 complaints received	Existing	All comp	Y	Quarterly			No	No	HRA	Respond	Yes	Karen Lewis & Penny West
23	1	SOI 52	Number of compliments received broken down by team	New	N	N	Quarterly			No	No	HRA	Spreadsheet	Yes	Karen Lewis